

SHEET 1 OF 1

| | | |
|--|-----------------------------------|--------------------------|
| FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary) | ATTY. DOCKET NO. 4366-106 | SERIAL NO. 10/673,118 |
| | APPLICANT FLOCKHART et al. | |
| | FILING DATE September 26, 2003 | GROUP ART 3676 |

U.S. PATENT DOCUMENTS

| *EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUB CLASS | FILING DATE IF APPROP. |
|----------------------|----|--------------------|------|------------------|-------|--------------|---------------------------|
| /EW/ | AA | 10/673,115 | | Flockhart et al. | | | 09/26/03 |
| /EW/ | AB | 10/673,103 | | Flockhart et al. | | | 09/26/03 |
| /EW/ | AC | 10/673,105 | | Flockhart et al. | | | 09/26/03 |
| | | | | | | | |

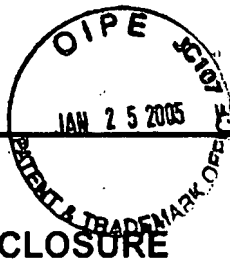
FOREIGN PATENT DOCUMENTS

| | | DOCUMENT NUMBER | DATE | COUNTRY | CLASS | SUB CLASS | TRANSLATION | |
|--|--|--------------------|------|---------|-------|--------------|-------------|----|
| | | | | | | | YES | NO |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

| | | |
|--|--|--|
| | | |
| | | |
| | | |
| | | |

| | |
|---|-------------------------------|
| EXAMINER /Eric Wai/ | DATE CONSIDERED 05/07/2007 |
| *EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | |



Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

| | | | | | |
|-------|---|----|---|------------------------|----------------------|
| Sheet | 1 | of | 1 | Application Number | 10/673,118 |
| | | | | Filing Date | September 26, 2003 |
| | | | | First Named Inventor | Flockhart, Andrew D. |
| | | | | Art Unit | 3676 |
| | | | | Examiner Name | |
| | | | | Attorney Docket Number | 4366-106 |

U.S. PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Document Number Number-kind Code ² (if known) | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
|--------------------|-----------------------|---|--------------------------------|--|---|
| /EW/ | 1. | US-6,449,358 B1 | 09-10-2002 | Anisimov et al. | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

FOREIGN PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Foreign Patent Document | | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T ⁶ |
|--------------------|-----------------------|---------------------------|---|--------------------------------|--|---|----------------|
| | | Country Code ² | Number ³ ; Kind Code ⁵ (if known) | | | | |
| /EW/ | 2. | EP | - 1 091 307 A2 | 04-11-2001 | Lucent Techs. Inc. | | Y |
| /EW/ | 3. | EP | - 1 150 236 A2 | 10-31-2001 | Avaya Tech. Corp. | | Y |
| /EW/ | 4. | EP | - 0 899 673 A2 | 03-03-1999 | AT&T Corp. | | Y |
| /EW/ | 5. | EP | - 0 998 108 A1 | 05-03-2000 | Lucent Techs. Inc. | | Y |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

| Examiner Initials* | Cite No. ¹ | |
|--------------------|-----------------------|--|
| | | |
| | | |

| | | | |
|--------------------|------------|-----------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|--------------------|------------|-----------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | |
|--|-------------------------------|--------------------------------|
| FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary) | ATTY. DOCKET NO. 4366-106 | SERIAL NO. Not Yet Assigned |
| | APPLICANT FLOCKHART et al. | |
| | FILING DATE Herewith | GROUP ART |

U.S. PATENT DOCUMENTS

| *EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUB CLASS | FILING DATE IF APPROP. |
|----------------------|----|--------------------|----------|------------------|-------|--------------|---------------------------|
| /EW/ | AA | 6,614,903 | 9/2/03 | Flockhart et al. | 379 | 265.12 | |
| /EW/ | AB | 6,563,920 | 5/13/03 | Flockhart et al. | 379 | 265.1 | |
| /EW/ | AC | 6,535,601 | 3/18/03 | Flockhart et al. | 379 | 266.01 | |
| /EW/ | AD | 6,463,346 | 10/8/02 | Flockhart et al. | 700 | 102 | |
| /EW/ | AE | 6,453,038 | 9/17/02 | McFarlane et al. | 379 | 265.05 | |
| /EW/ | AF | 6,366,668 | 4/2/02 | Borst et al. | 379 | 266.04 | |
| /EW/ | AG | 6,295,353 | 9/25/01 | Flockhart et al. | 379 | 265 | |
| /EW/ | AH | 6,192,122 | 2/20/01 | Flockhart et al. | 379 | 266 | |
| /EW/ | AI | 6,173,053 | 1/9/01 | Bogart et al. | 379 | 266 | |
| /EW/ | AJ | 6,163,607 | 12/19/00 | Bogart et al. | 379 | 266 | |
| /EW/ | AK | 6,088,441 | 7/11/00 | Flockhart et al. | 379 | 265 | |
| /EW/ | AL | 6,064,731 | 5/16/00 | Flockhart et al. | 379 | 265 | |
| /EW/ | AM | 6,049,547 | 4/11/00 | Fisher et al. | 370 | 412 | |
| /EW/ | AN | 5,982,873 | 11/9/99 | Flockhart et al. | 379 | 266 | |
| /EW/ | AO | 5,905,793 | 5/18/99 | Flockhart et al. | 379 | 266 | |
| /EW/ | AP | 5,903,877 | 5/11/99 | Berkowitz et al. | 705 | 26 | |
| /EW/ | AQ | 5,828,747 | 10/27/98 | Fisher et al. | 379 | 309 | |
| /EW/ | AR | 5,825,869 | 10/20/98 | Brooks et al. | 379 | 265 | |
| /EW/ | AS | 5,754,639 | 5/19/98 | Flockhart et al. | 379 | 221 | |

| | | | |
|---|------------|-----------------|------------|
| EXAMINER | /Eric Wai/ | DATE CONSIDERED | 05/07/2007 |
| *EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | | | |

| | | |
|--|-------------------------------|--------------------------------|
| FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary) | ATTY. DOCKET NO. 4366-106 | SERIAL NO. Not Yet Assigned |
| | APPLICANT FLOCKHART et al. | |
| | FILING DATE Herewith | GROUP ART |

| *EXAMINER INITIAL | | DOCUMENT NUMBER | DATE | NAME | CLASS | SUB CLASS | FILING DATE IF APPROP. |
|----------------------|----|-----------------------------|---------|-------------------|-------|--------------|---------------------------|
| /EW/ | AT | 5,740,238 | 4/14/98 | Flockhart et al. | 379 | 221 | |
| /EW/ | AU | 5,684,872 | 11/4/97 | Flockhart et al. | 379 | 266 | |
| /EW/ | AV | 5,506,898 | 4/9/96 | Costantini et al. | 379 | 266 | |
| /EW/ | AW | 10/427,813 | | Chavez | | | 4/30/03 |
| /EW/ | AX | Pub. No. US 2003/0177231 | 9/18/03 | Flockhart et al. | 709 | 225 | 3/12/02 |
| /EW/ | AY | Pub. No. US 2003/0152212 | 8/14/03 | Burnk et al. | 379 | 265.02 | 2/5/03 |
| /EW/ | AZ | Pub. No. US 2003/0123642 | 7/3/03 | Alvarado et al. | 379 | 266.01 | 1/3/02 |
| /EW/ | BA | Pub. No. US 2002/0181692 | 12/5/02 | Flockhart et al. | 379 | 265.02 | 6/5/01 |
| /EW/ | BB | Pub. No. US 2002/0118816 | 8/29/02 | Flockhart et al. | 379 | 265.12 | 1/9/01 |

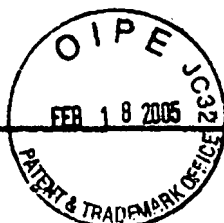
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

| | | |
|------|----|---|
| /EW/ | BC | Avaya, Inc., Business Advocate Product Summary, available at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc. 2003 |
| /EW/ | BD | Avaya, Inc., Business Advocate Options, available at http://www.avaya.com , downloaded on 2/15/03, Avaya, Inc., 2003 |
| /EW/ | BE | Avaya, Inc., CentreVu Advocate, Release 9, User Guide, December 2000 |
| /EW/ | BF | "Chapter 9: Domain Name Services" (printed 03/31/03), at http://www.pism.com/chapt09/chapt09.html , 21 pages. |
| /EW/ | BG | "Internet Protocol Addressing" (printed 03/31/03), at http://www.samspace.org/d/iptdns.html , 9 pages. |
| /EW/ | BH | BellSouth "Frequently Asked Questions: Domain Name Service FAQs" (printed 03/31/03, at https://registration.bellsouth.net/NASApp/DNSWebUI/FAQ.jsp , 4 pages. |

| | | | |
|---|------------|-----------------|------------|
| EXAMINER | /Eric Wai/ | DATE CONSIDERED | 05/07/2007 |
| *EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant. | | | |

| | | |
|------|----|---|
| /EW/ | BI | Douglas W. Stevenson, et al.; "Name Resolution in Network and Systems Management Environments" (printed 03/31/03), at http://netman.cit.buffalo.edu/Doc/Dstevenson/NR-NMSE.html , 16 pages. |
| /EW/ | BJ | Sarah Ahmed; "A Scalable Byzantine Fault Tolerant Secure Domain Name System," Thesis submitted to Department of Electrical Engineering and Computer Science, Massachusetts Institute of Technology (Jan. 22, 2001), pp. 1-101. |
| /EW/ | BK | Scott Coles; "A Guide for Ensuring Service Quality in IP Voice Networks," <u>Communication Without Boundaries</u> , Avaya White Paper (Jun. 2002), pp. 1-17. |
| /EW/ | BL | "The Advantages of Load Balancing in the Multi-Call Center Enterprise," <u>Communication Without Boundaries</u> , Avaya White Paper (Feb. 2002), pp. 1-13. |
| /EW/ | BM | Robin Foster, et al.; "Avaya™ Business Advocate and its Relationship to Multi-Site Load Balancing Applications," <u>Communication Without Boundaries</u> (Mar. 2002), pp. 1-13. |
| /EW/ | BN | David Chavez, et al.; "Avaya MultiVantage™ Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," <u>Communication Without Boundaries</u> , Avaya White Paper (Aug. 2002), pp. 1-17. |
| /EW/ | BO | "Voice Over IP Via Virtual Private Networks: An Overview," <u>Communication Without Boundaries</u> , Avaya White Paper (Feb. 2001), pp. 1-8. |
| /EW/ | BP | "Better Implementation of IP in Large Networks," Avaya Application Note (Apr. 19, 2002), pp. 1-14. |
| | | |

| | | | |
|--|------------|-----------------|------------|
| EXAMINER | /Eric Wai/ | DATE CONSIDERED | 05/07/2007 |
| <p>*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.</p> | | | |



Substitute for form 1449A/PTO

**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT****Complete if Known**

| | |
|------------------------|----------------------|
| Application Number | 10/673,118 |
| Filing Date | September 26, 2003 |
| First Named Inventor | Flockhart, Andrew D. |
| Art Unit | 3676 |
| Examiner Name | |
| Attorney Docket Number | 4366-106 |

| | | | |
|-------|---|----|---|
| Sheet | 1 | of | 1 |
|-------|---|----|---|

U.S. PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Document Number Number-kind Code ² (if known) | Publication Date MM-DD-YYYY | Name of Patentee of Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
|--------------------|-----------------------|---|--------------------------------|--|---|
| /EW/ | 1. | US-2003/0101213 A1 | 05-29-2003 | Wright | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |

FOREIGN PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Foreign Patent Document | | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T ⁴ |
|--------------------|-----------------------|---|------------------|--------------------------------|---|---|----------------|
| | | Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known) | | | | | |
| /EW/ | 2. | PCT | - WO 01/80540 A1 | 10-25-2001 | Genesys Telecom. Labs., Inc. | | Y |
| | | | - | | | | |
| | | | - | | | | |
| | | | - | | | | |
| | | | - | | | | |
| | | | - | | | | |
| | | | - | | | | |

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

| Examiner Initials* | Cite No. ¹ | |
|--------------------|-----------------------|---|
| /EW/ | 3. | European Search Report dated December 28, 2004 for European Patent Application No. EP 04 25 5373. |
| | | |

| | | | |
|--------------------|------------|-----------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|--------------------|------------|-----------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 1 | of | 7 | Attorney Docket Number | 4366-106 |

| U.S. PATENT DOCUMENTS | | | | | |
|-----------------------|--------------------------|---|--------------------------------|--|---|
| Examiner Initials* | Cite No. ¹ | Document Number Number-kind Code ^{2 (if known)} | Publication Date MM-DD-YYYY | Name of Patentee of Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
| /EW/ | 1 | 4,163,124 | 07/31/97 | Jolissaint | |
| /EW/ | 2 | 4,389,400 | 06/21/83 | Ho | |
| /EW/ | 3 | 4,567,323 | 01/28/86 | Lottes et al. | |
| /EW/ | 4 | 4,737,983 | 04/12/93 | Frauenthal et al. | |
| /EW/ | 5 | 4,797,911 | 01/10/89 | Szlam et al. | |
| /EW/ | 6 | 4,894,857 | 01/16/90 | Szlam et al. | |
| /EW/ | 7 | 5,001,710 | 03/19/91 | Gawrys et al. | |
| /EW/ | 8 | 5,097,528 | 03/17/92 | Gursahaney et al. | |
| /EW/ | 9 | 5,101,425 | 03/31/92 | Darland | |
| /EW/ | 10 | 5,155,761 | 10/13/92 | Hammond | |
| /EW/ | 11 | 5,164,983 | 11/17/92 | Brown et al. | |
| /EW/ | 12 | 5,206,903 | 04/27/93 | Kohler et al. | |
| /EW/ | 13 | 5,210,789 | 05/11/93 | Jeffus et al. | |
| /EW/ | 14 | 5,274,700 | 12/28/93 | Gechter et al. | |
| /EW/ | 15 | 5,278,898 | 01/11/94 | Cambray et al. | |
| /EW/ | 16 | 5,291,550 | 03/01/94 | Levy et al. | |
| /EW/ | 17 | 5,299,260 | 03/29/94 | Shao | |
| /EW/ | 18 | 5,309,513 | 05/03/94 | Rose | |
| /EW/ | 19 | 5,335,268 | 8/2/1994 | Kelly Jr. et al. | |
| /EW/ | 20 | 5,355,269 | 10/11/94 | Clausen | |
| /EW/ | 21 | 5,390,243 | 02/14/95 | Casselman et al. | |
| /EW/ | 22 | 5,436,965 | 07/25/95 | Grossman et al. | |
| /EW/ | 23 | 5,444,774 | 08/06/96 | Friedes | |
| /EW/ | 24 | 5,469,503 | 11/21/95 | Butensky et al. | |
| /EW/ | 25 | 5,469,504 | 11/21/89 | Blaha | |
| /EW/ | 26 | 5,473,773 | 12/5/1995 | Aman et al. | |
| /EW/ | 27 | 5,479,497 | 12/26/95 | Kovarik | |
| /EW/ | 28 | 5,500,795 | 03/19/96 | Powers et al. | |
| /EW/ | 29 | 5,504,894 | 04/02/96 | Ferguson et al. | |
| /EW/ | 30 | 5,506,898 | 04/09/96 | Constantini et al. | |
| /EW/ | 31 | 5,530,744 | 06/25/96 | Charalambous et al. | |
| /EW/ | 32 | 5,537,470 | 07/16/96 | Lee | |
| /EW/ | 33 | 5,537,542 | 07/16/96 | Eilert et al. | |
| /EW/ | 34 | 5,544,232 | 08/06/96 | Baker et al. | |

| | | | |
|-----------------------|------------|--------------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|-----------------------|------------|--------------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 2 | of | 7 | Attorney Docket Number | 4366-106 |

| | | | | | |
|------|----|-----------|-----------|--------------------|--|
| /EW/ | 35 | 5,546,452 | 08/13/96 | Andrews et al. | |
| /EW/ | 36 | 5,592,378 | 01/07/97 | Cameron et al. | |
| /EW/ | 37 | 5,592,542 | 1/7/1997 | Honda et al. | |
| /EW/ | 38 | 5,594,726 | 01/14/97 | Thompson et al. | |
| /EW/ | 39 | 5,606,361 | 02/25/97 | Davidsohn et al. | |
| /EW/ | 40 | 5,611,076 | 3/11/1997 | Durflinger et al. | |
| /EW/ | 41 | 5,627,884 | 05/06/97 | Williams et al. | |
| /EW/ | 42 | 5,642,515 | 6/24/1997 | Jones et al. | |
| /EW/ | 43 | 5,684,874 | 11/4/1997 | Flockhart et al. | |
| /EW/ | 44 | 5,684,964 | 11/4/1997 | Powers et al. | |
| /EW/ | 45 | 5,689,698 | 11/18/97 | Jones et al. | |
| /EW/ | 46 | 5,703,943 | 12/30/97 | Otto | |
| /EW/ | 47 | 5,713,014 | 01/27/98 | Durflinger et al. | |
| /EW/ | 48 | 5,724,092 | 03/03/98 | Davidsohn et al. | |
| /EW/ | 49 | 5,742,675 | 04/21/98 | Kilander et al. | |
| /EW/ | 50 | 5,748,468 | 05/05/98 | Notenboom et al. | |
| /EW/ | 51 | 5,749,079 | 05/05/98 | Yong et al. | |
| /EW/ | 52 | 5,751,707 | 05/12/98 | Voit et al. | |
| /EW/ | 53 | 5,752,027 | 05/12/98 | Familiar | |
| /EW/ | 54 | 5,754,776 | 05/19/98 | Hales, et al | |
| /EW/ | 55 | 5,754,841 | 05/19/98 | Carino, Jr. | |
| /EW/ | 56 | 5,757,904 | 05/26/98 | Anderson | |
| /EW/ | 57 | 5,790,677 | 08/04/98 | Fox et al. | |
| /EW/ | 58 | 5,794,250 | 08/11/98 | Carino, Jr. et al. | |
| /EW/ | 59 | 5,796,393 | 08/18/98 | MacNaughton et al. | |
| /EW/ | 60 | 5,802,282 | 09/01/98 | Hales et al | |
| /EW/ | 61 | 5,818,907 | 10/06/98 | Maloney et al. | |
| /EW/ | 62 | 5,825,869 | 10/20/98 | Brooks et al. | |
| /EW/ | 63 | 5,838,968 | 11/17/98 | Culbert | |
| /EW/ | 64 | 5,839,117 | 11/17/98 | Cameron et al. | |
| /EW/ | 65 | 5,875,437 | 02/23/99 | Atkins | |
| /EW/ | 66 | 5,880,720 | 03/09/99 | Iwafune et al. | |
| /EW/ | 67 | 5,881,238 | 3/9/1999 | Aman et al. | |
| /EW/ | 68 | 5,884,032 | 03/16/99 | Bateman et al. | |
| /EW/ | 69 | 5,889,956 | 3/30/1999 | Hauser et al. | |
| /EW/ | 70 | 5,897,622 | 04/27/99 | Blinn et al. | |
| /EW/ | 71 | 5,903,641 | 05/11/99 | Tonisson | |
| /EW/ | 72 | 5,915,012 | 6/22/1999 | Miloslavsky | |

| | | | |
|-----------------------|------------|--------------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|-----------------------|------------|--------------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 3 | of | 7 | Attorney Docket Number | 4366-106 |

| | | | | | |
|------|-----|-----------|------------|--------------------|--|
| /EW/ | 73 | 5,926,538 | 07/20/99 | Deryugin et al. | |
| /EW/ | 74 | 5,930,786 | 07/27/99 | Carino, Jr. et al. | |
| /EW/ | 75 | 5,937,051 | 08/10/99 | Hurd et al. | |
| /EW/ | 76 | 5,937,402 | 08/10/99 | Pandit | |
| /EW/ | 77 | 5,940,496 | 08/17/99 | Gisby et al. | |
| /EW/ | 78 | 5,943,416 | 08/24/99 | Gisby | |
| /EW/ | 79 | 5,948,065 | 09/07/99 | Eilert et al. | |
| /EW/ | 80 | 5,960,073 | 09/28/99 | Kikinis et al. | |
| /EW/ | 81 | 5,963,635 | 10/05/99 | Szlam et al. | |
| /EW/ | 82 | 5,963,911 | 10/05/99 | Walker et al. | |
| /EW/ | 83 | 5,970,132 | 10/19/1999 | Brady | |
| /EW/ | 84 | 5,974,135 | 10/26/99 | Breneman et al. | |
| /EW/ | 85 | 5,974,462 | 10/26/99 | Aman et al. | |
| /EW/ | 86 | 5,987,117 | 11/16/1999 | McNeil et al. | |
| /EW/ | 87 | 5,991,392 | 11/23/99 | Miloslavsky | |
| /EW/ | 88 | 5,996,013 | 11/30/99 | Delp et al. | |
| /EW/ | 89 | 5,999,963 | 12/07/99 | Bruno et al. | |
| /EW/ | 90 | 6,000,832 | 12/14/99 | Franklin et al. | |
| /EW/ | 91 | 6,011,844 | 1/4/2000 | Uppaluru et al. | |
| /EW/ | 92 | 6,038,293 | 03/14/00 | Mcnerney et al. | |
| /EW/ | 93 | 6,044,144 | 3/28/2000 | Becker et al. | |
| /EW/ | 94 | 6,044,205 | 03/28/00 | Reed et al. | |
| /EW/ | 95 | 6,044,355 | 3/28/2000 | Crockett et al. | |
| /EW/ | 96 | 6,052,723 | 04/18/00 | Ginn | |
| /EW/ | 97 | 6,055,308 | 04/25/00 | Miloslavsky et al. | |
| /EW/ | 98 | 6,064,730 | 05/16/00 | Ginsberg | |
| /EW/ | 99 | 6,084,954 | 07/04/00 | Harless et al. | |
| /EW/ | 100 | 6,115,462 | 9/5/2000 | Servi et al. | |
| /EW/ | 101 | 6,151,571 | 11/21/00 | Pertrushin | |
| /EW/ | 102 | 6,154,769 | 11/28/00 | Cherkasova et al. | |
| /EW/ | 103 | 6,175,564 | 1/16/2001 | Miloslavsky et al. | |
| /EW/ | 104 | 6,178,441 | 01/23/01 | Einozahy | |
| /EW/ | 105 | 6,185,292 | 02/06/01 | Miloslavsky | |
| /EW/ | 106 | 6,215,865 | 4/10/2001 | McCalmont | |
| /EW/ | 107 | 6,226,377 | 05/01/01 | Donaghue, Jr. | |
| /EW/ | 108 | 6,229,819 | 05/08/01 | Darland et al. | |
| /EW/ | 109 | 6,230,183 | 05/08/01 | Yocom et al. | |
| /EW/ | 110 | 6,233,333 | 05/15/01 | Dezonmo | |

| | | | |
|-----------------------|------------|--------------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|-----------------------|------------|--------------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 4 | of | 7 | Attorney Docket Number | 4366-106 |

| | | | | | |
|------|-----|--------------|------------|--------------------|--|
| /EW/ | 111 | 6,240,471 | 05/29/01 | Eastwick | |
| /EW/ | 112 | 6,259,969 | 07/10/01 | Tackett et al. | |
| /EW/ | 113 | 6,263,359 | 07/17/01 | Fong et al. | |
| /EW/ | 114 | 6,272,544 | 08/07/01 | Mullen | |
| /EW/ | 115 | 6,275,806 | 08/14/01 | Pertrushin | |
| /EW/ | 116 | 6,275,812 | 08/14/01 | Haq et al. | |
| /EW/ | 117 | 6,275,991 | 08/14/01 | Erlin | |
| /EW/ | 118 | 6,278,777 | 08/21/01 | Morley et al. | |
| /EW/ | 119 | 6,292,550 | 09/18/01 | Burritt | |
| /EW/ | 120 | 6,353,810 | 03/05/02 | Petrushin | |
| /EW/ | 121 | 6,356,632 | 3/12/2002 | Foster et al. | |
| /EW/ | 122 | 6,389,028 | 05/14/02 | Bondarenko et al. | |
| /EW/ | 123 | 6,389,132 | 05/14/02 | Price et al. | |
| /EW/ | 124 | 6,389,400 | 05/14/02 | Bushey et al. | |
| /EW/ | 125 | 6,424,709 | 7/23/2002 | Doyle et al. | |
| /EW/ | 126 | 6,426,950 | 07/30/02 | Mistry | |
| /EW/ | 127 | 6,427,137 | 07/30/02 | Petrushin | |
| /EW/ | 128 | 6,430,282 | 08/06/02 | Bannister et al. | |
| /EW/ | 129 | 6,434,230 | 08/13/02 | Gabriel | |
| /EW/ | 130 | 6,449,356 | 09/10/02 | Dezonno | |
| /EW/ | 131 | 6,449,646 | 09/10/02 | Sikora et al. | |
| /EW/ | 132 | 6,463,148 | 10/08/02 | Brady | |
| /EW/ | 133 | 6,463,415 | 10/08/02 | St. John | |
| /EW/ | 134 | 6,480,826 | 11/12/02 | Pertrushin | |
| /EW/ | 135 | 6,490,350 | 12/3/2002 | McDuff et al. | |
| /EW/ | 136 | 6,535,600 | 03/18/03 | Fisher et al. | |
| /EW/ | 137 | 6,560,649 | 5/6/2003 | Mullen et al. | |
| /EW/ | 138 | 6,560,330 | 05/06/03 | Gabriel | |
| /EW/ | 139 | 6,560,649 | 05/06/03 | Mullen et al. | |
| /EW/ | 140 | 6,560,707 | 5/6/2003 | Curtis et al | |
| /EW/ | 141 | 6,597,685 | 07/22/03 | Miloslavsky et al. | |
| /EW/ | 142 | 6,650,748 | 11/18/2003 | Edwards et al | |
| /EW/ | 143 | 6,597,685 | 07/22/03 | Miloslavsky et al | |
| /EW/ | 144 | 6,704,409 | 03/09/04 | Dilip et al. | |
| /EW/ | 145 | 7,035,808 | 04/25/06 | Ford | |
| /EW/ | 146 | 2001/0056349 | 12/27/2001 | St. John | |
| /EW/ | 147 | 2002/0002460 | 01/03/02 | Pertrushin | |
| /EW/ | 148 | 2002/0002464 | 01/30/02 | Pertrushin | |

| | | | |
|--------------------|------------|-----------------|------------|
| Examiner Signature | /Eric Wail | Date Considered | 05/07/2007 |
|--------------------|------------|-----------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete If Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 5 | of | 7 | Attorney Docket Number | 4366-106 |

| | | | | | |
|------|-----|--------------|----------|------------------|--|
| /EW/ | 149 | 2002/0010587 | 01/24/02 | Petrushin | |
| /EW/ | 150 | 2002-0194002 | 12/19/02 | Petrushin | |
| /EW/ | 151 | 2005-0071844 | 03/31/05 | Flockhart et al. | |
| /EW/ | 152 | 2006-0015388 | 01/19/06 | Flockhart et al. | |
| /EW/ | 153 | 10/946,638 | | Flockhart et al. | |
| /EW/ | 154 | 11/069739 | | Flockhart et al. | |
| /EW/ | 155 | 11/064367 | | Flockhart et al. | |

| FOREIGN PATENT DOCUMENTS | | | | | | |
|--------------------------|-----------------------|--|--------------------------------|---|---|----------------|
| Examiner Initials* | Cite No. ¹ | Foreign Patent Document Country Code ³ ; Number ⁴ ; Kind Code ⁵ (if known) | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T ² |
| /EW/ | 156 | CA 2143198 | 01/19/95 | Telefonaktiebolaget LM Ericsson | | |
| /EW/ | 157 | CA 2174762 | 03/07/96 | Motorola, Inc. | | |
| /EW/ | 158 | EP 0 501 189 A2 | 09/02/92 | International Business Machines Corporation | | |
| /EW/ | 159 | EP 0 740 450 A2 | 10/30/96 | IBM Corp. | | |
| /EW/ | 160 | EP 0 772 335 A2 | 05/07/97 | Lucent Technologies Inc. | | |
| /EW/ | 161 | EP 0 863 651 A2 | 09/09/98 | Lucent Technologies Inc. | | |
| /EW/ | 162 | EP 0 829 998 A2 | 03/18/98 | AT&T Corp. | | |
| /EW/ | 163 | EP 0 855 826 A2 | 09/23/98 | Lucent Techs. Inc. | | |
| /EW/ | 164 | EP 0 866 407 A1 | 09/23/98 | AT&T Corp. | | |
| /EW/ | 165 | GB 2 290 192 A | 12/13/1995 | Siemens Rolm Communications Inc. | | |

| | | | |
|--------------------|------------|-----------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|--------------------|------------|-----------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 6 | of | 7 | Attorney Docket Number | 4366-106 |

| | | | | | | |
|------|-----|--------------|------------|------------------------------------|--|--|
| /EW/ | 166 | GB 2 273 418 | 6/15/1994 | Rockwell International Corporation | | |
| /EW/ | 167 | WO 98/56207 | 12/10/1998 | Telefonaktiebolaget LM Ericsson | | |
| /EW/ | 168 | WO 96/07141 | 3/7/1996 | Motorola, Inc. | | |
| /EW/ | 169 | WO 97/28635 | 08/07/97 | Genesys Telecom. Lab. | | |

| OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.) | | |
|--|-----------------------|--|
| Examiner Initials* | Cite No. ¹ | |
| /EW/ | 170 | "Product Features," Guide to Call Center Automation, Brock Control Systems, Inc., Activity Managers Series™, Section 5 - Company B120, p. 59, 1992. |
| /EW/ | 171 | "Product Features," Guide to Call Center Automation, CRC Information Systems, Inc., Tel-ATHENA, Section 5 - Company C520, p. 95, 1992. |
| /EW/ | 172 | Dawson, "NPRI's Powerguide, Software Overview" Call Center Magazine (Jun. 1993), p. 85. |
| /EW/ | 173 | "Applications, NPRI's Predictive Dialing Package," Computer Technology (Fall 1993), p. 86. |
| /EW/ | 174 | "Call Center Software You Can't Outgrow," Telemarketing® (Jul. 1993), p. 105. |
| /EW/ | 175 | "VAST™, Voicelink Application Software for Teleservicing®," System Manager User's Guide, Digital Systems (1994), pp. ii, vii-ix, 1-2, 2-41 through 2-77. |
| /EW/ | 176 | GEOTEL Communications Corporation Web site printout entitled "Intelligent CallRouter" Optimizing the Interaction Between Customers and Answering Resources." 6 pages |
| /EW/ | 177 | Examiner's Refusal Decision dated July 4th, 2005 in Japanese Patent App. No. 2000-34266 |
| /EW/ | 178 | Examiner's Refusal Decision for Japanese Patent Application No. 2000-34267 dated March 9, 2005 with translation, 4 pages. |
| /EW/ | 179 | Avaya, Inc., "Better Implementation of IP in Large Networks," Avaya, Inc. 2002, 14 pages |
| /EW/ | 180 | Avaya, Inc., "Voice Over IP Via Virtual Private Networks: An Overview," Avaya, Inc., February 2001 |
| /EW/ | 181 | "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications," Business Wire (Nov. 15, 1999). |
| /EW/ | 182 | "When Talk Isn't Cheap," Sm@rt Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50. |
| /EW/ | 183 | Chavez, David, et al., "Avaya MultiVantage Software: Adapting Proven Call Processing for the Transition to Converged IP Networks," Avaya, Inc., August 2002 |
| /EW/ | 184 | Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center," Proceedings at the International Conference on Information Networking (Jan. 31, 2001), pp. 246-50. |

| | | | |
|--------------------|------------|-----------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|--------------------|------------|-----------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.

| | | | | | |
|--|---|----|---|--------------------------|---------------|
| Substitute for form 1449A/PTO | | | | Complete if Known | |
| INFORMATION DISCLOSURE STATEMENT BY APPLICANT | | | | Application Number | 10/673,118 |
| | | | | Filing Date | 09-26-2003 |
| | | | | First Named Inventor | Flockhart |
| | | | | Art Unit | 2195 |
| | | | | Examiner Name | AN, MENG AI T |
| Sheet | 7 | of | 7 | Attorney Docket Number | 4366-106 |

| | | |
|------|-----|---|
| /EW/ | 185 | E. Noth et al., "Research Issues for the Next Generation Spoken," University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99:RIF.ps.gz , 8 pages. |
| /EW/ | 186 | Foster, Robin, et al., "Avaya Business Advocate and its Relationship to Multi-Site Load Balancing Applications," Avaya, Inc., March 2002 |
| /EW/ | 187 | John H.L. Hansen et al., "Foreign Accent Classification Using Source Generator Based Prosodic Features," Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, (undated), pp. 1-4. |
| /EW/ | 188 | L.F. Lamel and J.L. Gauvain, "Language Identification Using Phone-Based Acoustic Likelihoods," ICASSP-94, 4 pages. |
| /EW/ | 189 | Levent M. Arslan et al., "Language Accent Classification in American English," Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Technical Report RSPL-96-7, revised 1/29/96, pp. 1-16. |
| /EW/ | 190 | Levent M. Arslan, "Foreign Accent Classification in American English," Dissertation submitted to Department of Electrical Computer Engineering, Graduate School of Duke University, (1996), pp. 1-201. |
| /EW/ | 191 | MIT Project Oxygen, "Pervasive, Human-Centered Computing - Oxygen," MIT Laboratory for Computer Science, (Jun. 2000), pp. 1-15. |
| /EW/ | 192 | Presentation by Victor Zue, "The MIT Oxygen Project," MIT Laboratory for Computer Science, Cambridge, MA (April 25-26, 2000), 9 pages. |
| /EW/ | 193 | Canadian Examiner's Report for Canadian Patent Application No. 2,479,102 dated February 16, 2006 (Attorney's Docket No. 4366-106-CA) |
| /EW/ | 194 | European Examination Report for European App. No. 04255373.5 dated July 21, 2005 (Attorney's Docket No. 4366-106-EP) |
| /EW/ | 195 | Further European Examination Report for European App. No. 04255373.5 dated September 8, 2006 (Attorney's Docket No. 4366-106-EP) |

| | | | |
|-----------------------|------------|--------------------|------------|
| Examiner Signature | /Eric Wai/ | Date Considered | 05/07/2007 |
|-----------------------|------------|--------------------|------------|

*EXAMINER: Initial if reference is considered, whether or not citation is in conformance and not considered. Include copy of this form with next communication to applicant.